

Students
Collections

SAN FRANCISCO-LOAN SERVICING
Triple-A Team
“Amazing, Awesome Analysts!”



“TOUCHED BY AN ANALYST”

Team Roster

Charles Brinkley, Ella Chan, Paul Esguerra, Winnie Guidry, Robert Jahnke, Amy Louie,
Linda Martin, Linda Rockett-Butler, Arleen Slater

Performance Score

FSA Results

	2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002	Goal
Customer Satisfaction (Scale 1 – 100)	72.9	74.2				74.4 (2002)
Employee Satisfaction (Scale 1 – 5)	3.51	3.74				3.60 (2004)
Unit Cost	\$20.14	\$19.57				\$16.69 (2004)
Integrity: Achieve a Clean Audit & Get Off the High Risk List						

Team Results

		2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002
CUSTOMER SATISFACTION	ACSI	75.9	77.9			
	Other survey					
EMPLOYEE SATISFACTION		2.93	3.70			
UNIT COST	Your Contribution		\$1.46			
	Other					

Contributions

Status

- Review established customer service standards in order to improve the delivery of service and to ensure that “one call does it all.” Share revised standards with all San Francisco Service Center staff. (CS & ES) – 05/02

- **Design and implement various methods to celebrate accomplishments of individuals and team. Update brag wall to showcase those accomplishments and successful customer interactions. (CS & ES) – 04/02**
- **Review branch priorities, Q12 goals, and strategic plan goals quarterly to determine if realignment of work expectation and results are needed. Post revised branch priorities in common work area. (CS & ES) – 03/02**
- **Monitor daily and monthly telephone performance: percentage of calls answered, impact on strategic plan goals, and impact on overall branch performance. (CS & ES) – 02/02**